



J. TYLER McCAULEY  
AUDITOR-CONTROLLER

**COUNTY OF LOS ANGELES  
DEPARTMENT OF AUDITOR-CONTROLLER**

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August 4, 2005

TO: Supervisor Gloria Molina, Chair  
Supervisor Yvonne B. Burke  
Supervisor Zev Yaroslavsky  
Supervisor Don Knabe  
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley   
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – AVIVA FAMILY  
AND CHILDREN SERVICES - AVIVA CENTER AND AVIVA  
GRADUATE HOUSE**

We have completed a review of Aviva Center and Aviva Graduate House Group Homes (Group Home or Agency) operated by Aviva Family and Children Services. Each Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

Aviva Center is a 36-bed facility, and Aviva Graduate House is a 6-bed facility, each provides care for girls ages 12-18 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, Aviva Center was providing services for twenty five Los Angeles County Probation children, six Los Angeles County DCFS children, and two Los Angeles County Department of Mental Health children. Aviva Graduate House was providing services for six Los Angeles County Probation children.

Aviva Family and Children Services Group Homes are located in the Third District.

**Scope of Review**

The purpose of the review is to determine whether the Agency is providing the services outlined in their Program Statement. Additionally, the review covers basic child safety and licensing issues, and includes an evaluation of the Agency's Program Statement, internal policies and procedures, child case records, a facility inspection, and interviews

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with children placed in the Group Home at the time of the review. Interviews with children are designed to obtain their perspectives on the program services provided by the Agency, and to ensure adherence to the Foster Youth Bill of Rights.

### **Summary of Findings**

Generally, the Agency is providing the services as outlined in their Program Statement. However, each Group Home needs to provide children with the required minimum weekly allowance.

Attached is a detailed report of the review.

### **Review of Report**

We discussed our report with the Agency's management. In response to the recommendations made in the report, the Agency's management completed a corrective action plan (attached) which we approved. We thank the management and staff for their cooperation during our review.

If you have any questions, please contact me, or have your staff contact Mike Pirolo at (626) 293-1110.

JTM:MP:CC:asl  
[http://auditor.co.la.ca.us/group\\_home.asp](http://auditor.co.la.ca.us/group_home.asp)

### **Attachments**

c: David E. Janssen, Chief Administrative Officer  
David Sanders, Ph.D., Director, DCFS  
Paul Higa, Chief Probation Officer  
Andrew Diamond, Executive Director, Aviva Family and Children Services  
Public Information Office  
Audit Committee

**Aviva Family and Children Services  
Aviva Center  
1701 Camino Palmero  
Los Angeles, California 90046  
Phone: (323) 876-0550  
License Number: 191800285  
Rate Classification Level: 12**

**I. Facility and Environment**

**Method of assessment – Observation**

**Comments:**

Aviva Center Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean, and adequately landscaped.

The interior of the Group Home is well maintained. The common quarters are neat. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment.

Children's bedrooms are well maintained. The rooms are clean and orderly, and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

**Recommendations**

**There are no recommendations for this section.**

**II. Program Services**

**Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Five**

**Comments:**

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The NSPs are current, comprehensive, and include long and short-term goals. Case files reflect adequate documentation to show that children are receiving treatment services as identified in their NSPs.

**Recommendations**

There are no recommendations for this section.

**III. Educational and Emancipation Services**

**Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Five**

**Comments:**

Children are attending school. Children are provided with educational support and resources to meet their educational needs, and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help, and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

**Recommendations**

There are no recommendations for this section.

**IV. Recreation and Activities**

**Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Five**

**Comments:**

The Group Home provides children with sufficient recreational activities, and leisure time. Children are given opportunities to participate in planning activities.

Children are allowed to participate in extra-curricular enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

### **Recommendations**

**There are no recommendations for this section.**

## **V. Psychotropic Medication**

### **Method of assessment – Review of relevant documents**

#### **Comments:**

Children have current court authorizations for psychotropic medication. Documentation confirms that children are routinely seen by the prescribing psychiatrist.

Children are informed about their psychotropic medication, and are aware of their right to refuse medication.

Medication distribution logs are properly maintained.

### **Recommendations**

**There are no recommendations for this section.**

## **VI. Personal Rights**

### **Method of assessment –Interviews with children**

#### **Sample size for interviews: Five**

#### **Comments:**

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home, and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff, and report that staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to have private visitors, to make and receive personal telephone calls, and to send and receive unopened correspondence and mail. Children are able to attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental, and psychiatric care.

### **Recommendations**

**There are no recommendations for this section.**

## **VII. Clothing and Allowance**

### **Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Five**

#### **Comments:**

The Group Home provides appropriate clothing, items of necessity, and the required \$50 monthly clothing allowance to the children. Children are given opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

Children are permitted to spend their allowances as they choose. However, the Group Home does not provide children with the required minimum base allowance.

The Group Home provides children with adequate personal care items.

Children are encouraged and assisted in creating and maintaining photo albums/life books.

### **Recommendation**

- 1. Aviva Family and Children Services management provide children with the required minimum base allowance.**

**Aviva Family and Children Services  
Aviva Graduate House  
6603 Whitman Avenue  
Van Nuys, California 91406  
Phone: (818) 781-8020  
License Number: 191290796  
Rate Classification Level: 12**

**I. Facility and Environment**

**Method of assessment – Observation**

Aviva Graduate House Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean, and adequately landscaped.

The interior of the Group Home is well maintained. The common quarters are neat. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment.

Children's bedrooms are well maintained. The rooms are clean and orderly, and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and a DVD player. Books and resource materials, including a computer with a variety of programs are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

**Recommendations**

**There are no recommendations for this section.**

**II. Program Services**

**Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

**Comments:**

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The NSPs are current, comprehensive, and include long and short-term goals. Case files reflect adequate documentation to show that children are receiving treatment services as identified in their NSPs.

**Recommendations**

There are no recommendations for this section.

**III. Educational and Emancipation Services**

**Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

**Comments:**

Children are attending school. Children are provided with educational support and resources to meet their educational needs, and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help, and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

**Recommendations**

There are no recommendations for this section.

**IV. Recreation and Activities**

**Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

**Comments:**

The Group Home provides children with sufficient recreational activities, and leisure time. Children are given opportunities to participate in planning activities.



Children are allowed to participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

### **Recommendations**

**There are no recommendations for this section.**

## **V. Psychotropic Medication**

### **Method of assessment – Review of relevant documents**

#### **Comments:**

Children have current court authorizations for psychotropic medication. Documentation confirms that children are routinely seen by the prescribing psychiatrist.

Children are informed about their psychotropic medication, and are aware of their right to refuse medication.

Medication distribution logs are properly maintained.

### **Recommendations**

**There are no recommendations for this section.**

## **VI. Personal Rights**

### **Method of assessment –Interviews with children**

#### **Sample size for interviews: Two**

#### **Comments:**

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home, and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff, and report that staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to have private visitors, to make and receive personal telephone calls, and to send and receive unopened correspondence and mail. Children are able to attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental, and psychiatric care.

### **Recommendations**

**There are no recommendations for this section.**

## **VII. Clothing and Allowance**

### **Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

#### **Comments:**

The Group Home provides appropriate clothing, items of necessity, and the required \$50 monthly clothing allowance to children. Children are given opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

Children are permitted to spend their allowances as they choose. However, the Group Home does not provide children with the required minimum base allowance.

The Group Home provides children with adequate personal care items.

Children are encouraged and assisted in creating and maintaining a photo albums/life books.

### **Recommendation**

- 1. Aviva Family and Children Services management provide children with the required minimum base allowance.**

# Aviva Family and Children's Services

*Incorporated as Hamburger Home. Founded 1915*

June 13, 2005



## Administration

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Los Angeles, CA 90046  
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www.avivacenter.org

## Officers

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**Asst. Treasurer**  
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**Director of Development**



**ACCREDITED**  
Council on Accreditation  
for Children and Family Services

Carla Carr, Group Home Ombudsman  
Department of Auditor Controller  
Kenneth Hahn Hall of Administration  
500 W Temple Street, Room 515A  
Los Angeles CA 90012

Dear Ms. Carr:

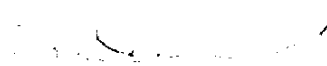
I am writing my response to the Auditor Controller's report on our two facilities, Aviva (Annenberg) Center at 1701 Camino Paimero, Los Angeles and Aviva's Graduate House at 6603 Whitman Avenue, Van Nuys.

We are extremely pleased with the very positive feedback that we received, both verbally and in writing, from the Auditor Controller on Facility and Environment, Program Services, Educational and Emancipation Services, Recreational Activities, Psychotropic Medication and Personal Rights. We were proud of the results, and will continue to provide the extremely high level of service in both of our residential treatment services.

There was only one finding, applicable to both facilities, which was immediately corrected. We had been using the child's individual allowance schedule from the past contract, and have now increased the amount to be consistent with the current contract requirements. I would note however that the girls receive much more in additional discretionary funds than the net difference in the amount required by the current contract and the previous contract amount. Nevertheless, as noted, we are now in conformance with the new contract amount. Jennifer Wolcott, Vice President of Residential Treatment has insured that this increase has occurred, and our bookkeeper is the person responsible for QA

Once again, thank you for validating the positive services that we provide the clients in our residential treatment programs.

Very truly yours,

  
Andrew R. Diamond, LCSW  
President/CEO

